

**Gov's Off - Blind/Visually Impaired, Comm  
Services to the Blind**

**Description:**

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. To increase public awareness of the purpose, goals, functions, and services of the Commission for the Blind and Visually Impaired, and the capabilities of blind people.

A. To maintain or increase the number of agency referrals over the previous year.

Actual Results			
1999	2000	2001	2002
1,302	2111	2404	1952
Projected Results			
2003	2004	2005	2006
10%	5%	5%	5%

2. An increased agency focus on client-driven/counselor-directed, diverse employment outcomes.

A. To increase the number of people placed in employment to 60 for FY98, 80 for FY 2000 and 100 for FY 2001.

Actual Results			
1999	2000	2001	2002
102	113	127	100
Projected Results			
2003	2004	2005	2006
5%	5%	5%	5%

3. To identify the changing needs of agency clients and develop new services to meet those needs.

A. To maintain or improve client satisfaction as measured with the tri-annual survey.

Actual Results			
1999	2000	2001	2002
na	na	n/a	n/a
Projected Results			
2003	2004	2005	2006
-	-	-	

4. To maximize the utilization of the Assessment and Training Center.

A. To maintain or increase the student to staff ratio of 2:1 in the Assessment and Training Center.

Actual Results			
1999	2000	2001	2002
36	37	38	37
Projected Results			
2003	2004	2005	2006
5%	5%	5%	5%

B. To utilize the Assessment and Training Center for public education regarding blindness and visual impairment (group tours).

Actual Results			
1999	2000	2001	2002
10	10	13	21
Projected Results			
2003	2004	2005	2006
15	16	18	18

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5. To continue development and implementation of an agency-wide Automated Information System (ICMS).
- A. To maintain and update as necessary ICMS process for agency. Note: Our case management system (ICMS) is updated and 100% maintained. We are now in the process of looking for other case management systems since ICMS is now becoming obsolete.

Actual Results			
1999	2000	2001	2002
100%	100%	100%	100%
Projected Results			
2003	2004	2005	2006
100%	100%	100%	100%

6. To promote the efficiency, profitability, and professionalism of the Business Enterprise Program (BEP) operators.
- A. To increase operator's net income to average \$24,000. (1998 increase is 82% of \$24,000, or \$19,595.)

Actual Results			
1999	2000	2001	2002
\$21,550	\$23,000	\$23,000	\$23,000
Projected Results			
2003	2004	2005	2006
\$25,000	\$27,000	\$28,000	

- B. To license one operator annually in order to maintain the current program and fill new openings.

Actual Results			
1999	2000	2001	2002
2	3	1	1
Projected Results			
2003	2004	2005	2006
2	2	2	

### Program Results and Effect:

Vision loss is the second most feared affliction in this country, according to Gallup surveys. Cancer is the first. The negative backlash of this fear that virtually permeates our society is the idea that, "If you can't see, you can't do, or belong . . . blind people are not able to take care of themselves . . . blind people can't work, travel, maintain a household, etc." In this environment, the likelihood that a person will be independent, both socially and economically is very minimal without intervention and specialized training. The Commission for the Blind and Visually Impaired fulfills this need in Idaho. Our mission is "To promote choices and empowerment for people who are legally blind, functionally blind, or in danger of legal blindness, and to assist them to achieve employment, independence, and integration into the work place and the community." We accomplish this through a variety of programs directed to the specific needs and goals of the individual. These programs are goal-oriented. For example, a client working toward an employment goal of computer programmer. Intermediate objectives to reach that goal include: 1) learning alternative skills for blindness such as Braille, cane travel, cooking, cleaning, money management, and basic computer with speech access and use of remaining vision; 2) basic job skills and work ethics; 3) preparation and attendance at college for a degree, and 4) obtaining the first permanent job and working with the employer to make job site modifications and obtain adaptive equipment when needed. At this point, since the goal is achieved, the person's case file is closed. Follow-up after closure is for two purposes--first, to determine the client's satisfaction with ICBVI service and second, to ensure job retention.

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